



CEO message

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Insanity: doing the same thing over and over again and expecting different results.”

Albert Einstein

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Today's organisations – be they large or small – realise that it's impossible to achieve better results if they simply do the same thing over and over again. But many people have an instinctive dislike of change and feel more secure sticking with old, habitual ways of working. The reality in an increasingly competitive market, is that companies must embrace new ideas and technologies to create efficiencies and improve the bottom line, which is where we come in.

Concorde provides services to Clients of all sizes – from commercial to professional to Not-for Profit organisations across the UK and Europe – making us a ready resource for any company. We work closely with our Clients to deliver the efficiency they require in a sustainable way. Concorde has a solid track record of demonstrating potential savings and productivity gains, then setting them against the cost of wasted time, money and resources. We make sure you are investing in cutting-edge solutions that give you the technological firepower you need to obtain outstanding business results. From document management and networked IT solutions, to managed print services, we offer seamless change and the peace of mind which comes with expert advice and access to world-class technologies, backed by proactive support service and customer care.

Our service delivery teams carefully research a company's needs, then create a bespoke plan, which makes sound operational and financial sense. We monitor the results of our services to guarantee that you receive maximum value, and we take full responsibility for their long-term management and administration. Clients appreciate having a single point of contact, who is always available, is familiar with their needs, and can respond quickly.

We take pride in delivering every one of the promises we make. We are passionate about offering our clients a cutting-edge service, which provides long-term sustainable improvements in efficiency, as well as substantial financial savings.

Richard Cashman, Group CEO

Concorde, your partner for change

Most organisations today, large or small, understand that they must embrace change to achieve progress. At Concorde we work with our Clients to deliver the efficiencies behind change in a sustainable way. And we make the process pain-free.

Peace of mind

With ten offices in London, the South and the North East, Concorde, part of the Principal group, have been advising thousands of organisations across the UK and Europe since 1987. Whether you need IT services or office equipment, Concorde can help you make the changes you need to cut costs and maximise productivity in the long-term.



The service we have received from Concorde over the last 12 years has been exemplary. Concorde are both flexible and pro-active in dealing with our business needs.

Sue Burley, Procurement, Flybe



Sustainable results

Need an updated network or efficient document management system? Want independent advice on choosing the right equipment? Thinking about outsourcing your print or IT services? Whatever it is, Concorde can support you all the way.

Our independent status allows us to tailor your equipment purchases to your precise needs and on-going operational requirements. Concorde's prestigious industry partnerships and supplier accreditations from leading manufacturers mean you benefit from a full choice of best-of-breed solutions.

Whatever improvements you want to make – to costs management, waste reduction, security, green awareness or workflow – Concorde offers the best-fit solution for you in the short-term and long-term.

Proactive response

Concorde does more than just sell you a box. We deliver an efficient, expert service. Our experts will demonstrate the true cost of wasted time, money and resources against potential savings and productivity gains.

Concorde's professional engineers will install your solutions with minimal disruption to your business. Thereafter, we will monitor your equipment proactively to meet agreed performance and business targets and keep you up-to-date on training requirements and industry developments.

As your partner, we will optimise your office environment and eliminate niggling problems – often before you are aware of them – so you can get on with your job.



Business gains

If you have a problem with print or IT infrastructure, Concorde can fix it – and help your business flourish. Thousands of businesses are already enjoying the year-on-year cost, productivity and environmental benefits of using our service. Why not join them?

Need help, or independent advice? Call Concorde on 0333 240 8166.

Business pains

We have solved many diverse problems for our Clients, tackling inefficiencies, and fine-tuning print and IT assets for optimal results. See how we can take your business pains away.

“I’ve lost track of my print costs.”

Your pain: Print costs are really hurting the bottom line – what can you do?

Your gain: At Concorde, we will both treat cause and symptom in one solution. For instance, we can help you control your print and consumables costs. Print Audit, our print and consumables counter, is a fuss-free automated system that tailors your print costs to your business needs.

With Concorde, you will:

- **Stay in the black.** Concorde Print Audit (CPA) cuts economic and environmental waste by keeping your equipment at 100% efficiency.
- **Stay in charge.** With CPA, you can view the status of consumables supply levels for every equipped networked print device and scale the system to respond to fluctuations in your equipment fleet. Total cost of ownership (TCO) data allows you to control who prints what, and where.
- **Stay sane.** CPA's real time meter readings make monthly meter returns and complicated billing a thing of the past.

“I need to align my print performance with my targets.”

Your pain: We need to bring painful print costs down by at least 25% without any unpleasant side effects.

Your gain: Concorde can give you pain-free print costs management without an admin headache. Managed Print Service (MPS), our complete outsourced solution, allows you to reduce staff involvement, prevent wastage and tailor your on-going agreement to fluctuating business demands.

With Concorde, you will:

- **Enjoy maximising your existing investment.** Make your current equipment systems perform with maximum efficiency.
- **Enjoy better productivity.** Your streamlined workforce can concentrate on essential core business.
- **Enjoy peace of mind.** Concorde will monitor your business's print activity behind the scenes, keeping you on track.
- **Enjoy having one point of contact.** Concorde will take full responsibility for creating and implementing your entire print solution.

“I can't afford to let my documents fall into the wrong hands.”

Your pain: Our print activity is affecting the long-term health of our business. How can we make it secure, low-cost and user-friendly?

Your gain: Concorde can supply and support appropriate solutions that enable secure, efficient and easy-to-use printing on any suitably-equipped device.

With Concorde, you will:

- **Secure usage.** Copy/print rules are applied to users, automatically preventing excessive paper production, colour output and compromised confidentiality.
- **Save energy.** As well as reducing wasted paper, you will save energy, since machines will work with maximum efficiency, optimising their lifespan.
- **Control costs.** Printing activity can be controlled according to user, time, paper size, colour and budget. No more untraceable hidden expenses.

“I never want to be left waiting around for engineers and toners again.”

Your pain: Our printers run out of consumables before we know it and suffer regular breakdowns. We are fed up of joining queues and waiting around to get the help we need.

Your gain: Concorde can automatically monitor, restore and revitalise your print systems, even before you know an issue is occurring with your printing. Technical problems are logged with our customer centre immediately and can, in some cases, be resolved by an online engineer, reducing downtime and the need for a call-out. Inventories for consumables allow you to make advance stock orders, and 100% accurate auto-generated invoices mean less admin for your staff.

With Concorde, you will:

- **Reduce downtime.** Disruption to workflow is minimised as remote diagnostics immediately identifies and fixes technical faults. Automated ordering of consumables maximises device uptime.
- **Feel good about the planet.** With your print fleet running at maximum efficiency, you will reduce energy usage, increase each device's lifespan, cut wastage of consumables – and do your bit for environment and balance sheet.
- **Focus on your core business.** With less downtime, admin and disruption, you and your staff can be more productive.
- **Control costs and security.** Usage profiles will prevent unauthorised activity and help keep paper and consumables costs to budget.
- **Feel confident and supported.** As soon as you are aware of problems, we are already working on it. You can rest in the knowledge there is always someone who will listen and respond.

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Through our Managed Print Service, we can deliver a 15-30% saving. If your business uses multiple printers and photocopiers with hidden or unknown running costs, we can provide an immediate solution that will deliver significant cost savings – and more value.

Richard Cashman, Group CEO

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“I need an easier way to keep my print network running.”

Your pain: Managing our print network makes our heads spin. Can you make our lives easier so we can just get on with our jobs?

Your gain: Concorde can provide a comprehensive platform to give you greater – and easier – control over your devices. With our expertise and independent advice, you will find that remote electronic management of devices has never been so straightforward and effective.

With Concorde, you will:

- **Maximise productivity.** Concorde gives you a choice of best-of-breed products to help you integrate print activity into your IT set-up and maintain control, improving workflow and reducing waste.

“I need my IT network to work with us, not against us, and evolve with our business.”

Your pain: Our network isn't cohesive and we have problems with costs, security, ease-of-use and green issues. Can you devise a bespoke course of action?

Your gain: We can. In fact, tailoring our level of support to your precise requirement is our forte. However your business is organised, we can add value. As your business develops and changes, you can rely on Concorde's top notch service to keep your network at optimum performance.

With Concorde, you will:

- **Have a plan.** We will ensure the support we offer matches your immediate and long-term requirements, budget and vision. Whether you want full, partial or occasional support, we will develop an IT strategy that suits your circumstances.
- **Expect excellence.** With the vast expertise and experience of our engineers, you will enjoy continuity of contact and the best industry advice to take your business to the next level.

“I can't afford to focus staff on managing our print and IT network.”

Your pain: Our network and print systems need expert management, but a dedicated in-house workforce will affect our balance sheet.

Your gain: Concorde's Managed Outsource Services offers a range of economically-viable technical services designed to suit all working practices. We offer IT strategy and printer-copier network management, IT help desk support, technology consultancy, and the provision of critical services including daily management of email, security and back-up processes.

With Concorde, you will:

- **Save money.** Our outsourced solutions will reduce your costs and allow greater flexibility in matching your business needs to your demands as they evolve.
- **Improve productivity.** Your staff can focus on core business as Concorde takes technical worries off their shoulders.
- **Feel supported.** With Concorde, you are in expert hands. Your network and systems will be run by our highly-trained on and off-site IT professionals.

“All I want is straightforward advice on the best course of action for my business.”

Your pain: We are overwhelmed by the range of products out there – there's so much involved in choosing, installing and maintaining the right product. We need advice on our immediate health and long-term prospects.

Your gain: Why not take advantage of our professional independent consultancy and implementation skills to optimise your overall productivity and keep your business in good health?

With Concorde, you will:

- **Find a solution that perfectly fits your requirements.** Concorde's highly-trained professional team can provide 'product neutral' recommendations and tailored solutions. We can draw on supplier accreditations and strong industry partnerships with prestigious companies such as Microsoft and HP.
- **Reap long-term value.** Concorde can help you generate sustainable savings and efficiencies. We will support your long-term goals by consulting you on the state-of-the-art systems and solutions that best suit your business.

- **Feel looked-after.** Concorde delivers a single point of accountability. We work closely with you from start to finish and beyond: from product selection to implementation and ongoing support service. So we stick around to make sure you are happy.

Concorde will provide:

- **Consultation:** a professional will review your existing fleet.
- **Diagnosis:** Concorde will conduct a network healthcheck to find the root of your problems.
- **Prescription:** a solution will be formulated to your specific needs.
- **Supervision:** Concorde will implement a course of action over an agreed timescale. After installation, the solution will be monitored to guarantee it achieves agreed performance levels and targets. A Concorde project manager will oversee the entire process to ensure your satisfaction.
- **Regular check-ups:** Concorde will remain fully accountable, providing continuity, on-going maintenance and proactive support.

“All I want right now are the answers to my questions.”

Your pain: If we experience difficulties, will your team know who and what we are and be qualified to assist immediately?

Your gain: Yes. Our UK-based customer centre staff and technicians are always available and are trained to listen and respond to effect a speedy remedy. Our technicians will be familiar with your systems and will work hard to keep things running while resolving the issue.

With Concorde, you will:

- **Make long term cost and efficiency savings.** Thanks to Concorde's team, you will make smarter purchasing choices and enjoy your ideal solution. Our unbiased expert advice and dedication will make your business work for you.
- **Increase productivity.** Concorde provides a strong and experienced support team that won't let you down. We will help reduce your downtime and fix technical problems so you can concentrate on the success of your business.

Concorde at a glance

- Concorde is an established UK leading provider of total managed print and IT services for commercial, professional and not-for-profit organisations, and is part of the Principal group of companies.
- Concorde continues to expand its geographical coverage, provision and business lines. We are proud to invest in, employ and retain some of the best individuals in the industry.
- As one of the UK's largest independent providers of managed services, we offer unbiased advice, a breadth of world-class products and unbeatable Client service.
- Concorde combines the strength and coverage of a national company with local contacts and knowledge, providing up-to-date ideas, technologies and services to thousands of companies in the UK and Europe.
- Concorde's broad experience and emphasis on building relationships ensure that Clients receive a top-quality, accountable service, from initial consultation and delivery to on-going maintenance. We have installed over 25,000 machines to date and currently manage in excess of 7,000 devices across the UK and Europe.
- Quality is our watchword. You will receive superb value, excellent delivery and total reliability. Our respected engineers are highly trained to meet and exceed manufacturer-required standards and are overseen by a Field Quality Manager to ensure the highest possible level of provision. We follow the Quality Management standards set by BS EN ISO 9002:1994.
- At Concorde, we listen, understand and respond. Our contact advisers are all based in the UK, and average time from initial client call to engineer on site to diagnose and possible remedy is 3 hours and 14 minutes*.
- Just like our Clients, we know how important it is to keep your business running efficiently and responsibly to minimise environmental impact. All our services and solutions focus on cutting paper/consumables wastage, dramatically reducing energy usage and supporting long-term sustainability.

Source: *As as



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